



QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015

CENTRAL SERVICE PROCEDURE MANUAL

RU/ADM/CS/012

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ISSUED FOR USE ON:

CENTRAL SERVICES PROCEDURE
MANUAL

REF: RU/ADM/CS/012

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PROCEDURE NUMBER 1: PROVISION OF CENTRAL SERVICES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and effectiveness in management of central services.

1.2 SCOPE

This procedure applies to the management of provision of central services.

1.3 REFERENCES

- a) Quality Manual – RU/QMR/QM/002.
- b) Rongo University Strategic Plan.
- c) Rongo University Service Charter.
- d) Relevant laws, regulations and circulars.

1.4 TERMS AND DEFINITIONS

- a) DVC (AFP) – Deputy Vice-Chancellor (Administration, Finance and Planning).
- b) HCS – Head of Central Service.

1.5 RESPONSIBILITY

- a) The DVC (AFP) is responsible for supervision for this procedure.
- b) The Head of Central Services is responsible for implementation and adherence of this procedure.

2.0 PROCESS INPUT

- a) Duty roster
- b) Checklist register
- c) Relevant tools and equipment

3.0 METHOD

- 3.1 This procedure shall start with the HCS drawing a duty roster assigning staff to specific areas of work.
- 3.2 The HCS shall provide working tools and maintain an equipment and materials ledger.
- 3.3 The HCS shall ensure implementation of the duty roster and submit quarterly reports to DVC (AFP).

4.0 PROCESS OUTPUT

- a) Duty Roster.
- b) Quarterly report

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Rev.	Reviewer's name	Date

RONGO UNIVERSITY- ISO 9001:2015 BASED QUALITY MANAGEMENT SYSTEM

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CENTRAL SERVICES PROCEDURE MANUAL

REF: RU/ADM/CS/012(1)

CENTRAL SERVICES OBJECTIVES

CENTRAL SERVICES OBJECTIVES										
Department:	Central Services									
Rev. Status										
Issue Date:										
Created By:				Reviewed By:			Approved By:			
S.No	Key Result Area	Strategic Objective	Objective	Strategies	Key Performance Indicator	Resources Required	Timeline	Deliverable	Frequency of M & E	Responsibility
	Institutional capacity	To enhance corporate governance and image	To determine and provide appropriate cleaning tools and protective equipment to all cleaning staff by June 2020	Needs assessment; Request for tools and equipment; acquire appropriate tools and protective equipment; issue tools and equipment; train cleaning staff on use of tools; monitor use of tools and equipment	Needs assessment conducted, appropriate tools and protective equipment provided and being used	Budget, staff,	Jun-20	Needs assessment reports; inspection reports; purchase documents; monitoring reports	Quarterly	Head of Central Services
			To secure and maintain all classroom seats by 30th June 2020	Conduct status assessment; Action plan; seek approval; request for materials; implement the action plan; develop, implement and monitor maintenance plan; reporting	Secured and maintained seats	Budget, staff,	Jun-20	status assessment reports; approved action plans; requisitions; maintenance schedule; reports	Quarterly	Head of Central Services

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RISK REGISTER FOR CENTRAL SERVICES DEPARTMENT

RISK REGISTER FOR CENTRAL SERVICES DEPARTMENT													
Department:	Central Services												
Rev. Status:													
Issue Date:													
Created By:					Reviewed By:			Approved By:					
S.No	Process	Risk	Causes	Existing Controls	Probability	Impact	Risk Rate	Risk Level	Additional Controls	Frequency of M & E	Opportunities	Accountability	
1	Cleaning	Poor cleaning	Lack of supervision; lack of materials, tools and equipment, incompetent staff,	Supervision, cleaning schedule,	2	2	4	Low	Training of cleaners, enhanced supervision	Continuous	Outsource cleaning services	HCL	
		Health hazards	Lack of protective gears, exposure to chemical, biological and physical agents	Provision of protective gears, implementation of the requirements of WIBA	2	3	6		Use of alternative cleaning materials; Creating awareness on the of cleaning materials	Continuous	Sensitize work force, stores and supervisors.	HCL	
2	Preparation of venues and associated facilities	ineffective preparation of venues	Lack of enough furniture and other required materials; poor scheduling	adherence to set schedules, provision of requisite furniture, timely communication on venue requirements	2	3	6	Medium	collaboration with other institutions for additional requirements	Continuous	availability of resources to enhance internal capacity	HCL	